



JOB DESCRIPTION

JOB TITLE:	Police Records Specialist	
DEPARTMENT:	Police Department	
REPORTS TO:	Police Support Services Manager	DATE: April, 2009
EMPLOYEE UNIT:	CSOA	Supersedes: February, 1998
FLSA EXEMPT:	No	

JOB SUMMARY: Under direct supervision of the Police Support Services Manager, provides clerical support to the Police Department which includes receptionist duties, word processing, record keeping, and filing; performs related work required.

CLASS CHARACTERISTICS: This is a journey level civilian law enforcement classification. Principle duties include processing police department records and reports, responding to a wide variety of customer service requests for information. A significant degree of technical skill in processing confidential information is required. The ability to positively interact with community members and professionals from other government agencies is required of incumbents to develop, maintain and successfully perform this customer service position. Supervision is available in non-routine circumstances.

The specific technical nature of law enforcement procedures, plus the necessity to undergo a thorough background investigation prior to appointment, distinguishes this class from the general office classes.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are performed personally, in cooperation with the Police Support Services Manager, and/or in coordination with other City staff. Additional duties may be assigned.

1. Receives and screens visitors and non-emergency telephone calls.
2. Within specific guidelines, provides factual information regarding departmental activities to the public.
3. Prepares and processes criminal complaints, correspondence, warrants, citations, subpoenas, forms and specialized documents related to the functions of the department from drafts, notes, dictated tapes or brief instructions, using a typewriter or word processor.
4. Proofreads and checks typed materials for accuracy, completeness, compliance with departmental policies and correct English usage.
5. Enters and retrieves data from an on-line computerized system, including accessing a centralized law enforcement data base.

6. Maintains records and files.
7. Performs general office support duties such as operating standard office equipment.
8. May provide temporary assistance and support in a variety of other civilian law enforcement functions within the Department.
9. May perform relief custody or communications duties.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required.

Education & Experience:

1. Graduation from high school or the equivalent.
2. Two years experience in clerical or office assistant duties. Experience which includes law enforcement terminology and office procedures is highly desirable.

Licenses & Certificates:

1. Must possess a typing certificate (minimum net 40 words per minute) dated within six months of date of hire.

Other Requirements:

1. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
2. Bilingual English/Spanish preferred.

Knowledge of:

1. Basic law enforcement organization, activities, terminology and rules and procedures.
2. Standard office procedures and methods, including filing and the operation of common office equipment.
3. Telephone communications techniques for dealing with varied groups of people.

Skill in:

1. Communicating tactfully and effectively with the public including persons who are irate or difficult to deal with.
2. Understanding and following oral and written directions.
3. Obtaining information from hostile or traumatized individuals in emergency situations.
4. Handling multiple activities simultaneously while maintaining attention to detail.
5. Exercising sound, independent judgment within established guidelines.
6. Performing varied civilian support services in an efficient and effective manner.
7. Maintaining accurate records and preparing clear and concise reports and materials.
8. Use of common office software including Microsoft Office and applicable specialized law enforcement

software.

9. Providing outstanding customer satisfaction (internally and externally).

Ability to:

1. Operate telephone equipment, following departmental regulations.
2. Quickly learn the policies, procedures and performance standards pertaining to the work.
3. Learn to operate automated police information systems.
4. Communicate effectively orally and in writing.
5. Maintain detailed logs and records.
6. Establish and maintain effective working relationships with those contacted in the course of the work.
7. Perform in a manner which reflects the City and Police Department mission, values and goals.

PHYSICAL DEMANDS: Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.

WORK ENVIRONMENT: Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Employees generally work 95% indoors and 5% outdoors.
2. Their work environment indoors is usually in a temperature-controlled, ergonomically equipped office environment; some travel may be required.
3. While performing the duties of this job outdoors, the employee occasionally may be exposed to varying weather conditions.